

NCI Summary and Key Highlights

NCI introduction

The NCI-IDD Staff Stability Survey is a cooperative effort between participating states, National Association of State Directors of Developmental Disabilities Services (NASDDDS), and Human Services Research Institute (HSRI) to collect comprehensive data on direct support professionals (DSPs) who provided direct supports to adults with intellectual or developmental disabilities (IDD). This survey provides information that will allow Wyoming to examine workforce challenges, identify areas for further investigation, establish baseline metrics, make recommendations for future policy and programmatic changes, and compare data to other states. In Wyoming, this survey was sent to all Comprehensive and Supports Waiver providers that had direct support employees and served more than three participants with IDD in a calendar year.

Key takeaways

The provider data that was captured through the survey demonstrates that Wyoming has a hard time keeping DSPs employed. On average, providers are replacing over 50% of their workforce each year (*figure 7*). Most of those replacements occurred for staff that had been employed less than one year (*figure 6*). A constant turnover leads to poor continuity of care, which negatively affects Waiver participants.

The Staff Stability looks at two reasons that might lead to high turnover; pay and insurance. In 2020, the hourly living wage for one adult was \$13.19 (*figure 9*). The average hourly wage for DSPs in 2020 was \$12.94 (*figure 11*), which is 2% under the living wage. However, one adult with a child would need a 213% average hourly wage increase in order to earn a living wage of \$27.53. A family with two adults (one working) and two children would need a 228% average hourly wage increase to earn a living wage of \$29.53. From 2018 to 2020 less than 50% of providers offered Dental, Vision, or Health insurance (*figure 13*).

Response rate

The response rate informs Home and Community-Based Services (HCBS) Section staff on how many surveys were mailed to providers (denominator in *figure 1*), how many surveys were completed and returned (numerator in *figure 1*), and the overall response rate percentage. All data was gathered during the designated calendar year (CY).

Figure 1: Number of Surveys Sent, Received, and Total Response Rate in Wyoming

	Numerator	Denominator	Response Rate
CY 2018	53	260	20.39%
CY 2019	29	61	48.00%
CY 2020	31	62	50.00%

Figure 2: Percent Change in Response Rate in Wyoming over Time

Year over Year Change	
2018 to 2019	2019 to 2020
135.47%	4.17%

Note: In 2019, the methodology for who received the Staff Stability Survey was changed from all providers to all providers that served three or more participants. This led to a large year over year percentage change (figure 2).

DSP Workforce Statistics

The NCI-IDD Staff Stability Survey provides several metrics that tell a story about the average number of employees and what has happened to that workforce over the years. In highlighting a few metrics, we can make observations and reasonable assumptions of what is going on in the State of Wyoming.

The DSP workforce in Wyoming is primarily made up of full-time employees. In 2018 the workforce was 73% full-time, in 2019 it was 78.4% full-time, and in 2020 it was 79.4% full-time. From 2018 to 2020 the largest percent of employees were employed longer than thirty-six (36) months (*figure 4*). In 2018 and 2019 the second largest percentage grouping were those employed less than six months (*figure 4*). In 2020 those employed less than six months dropped to the second smallest grouping but is still a large grouping when compared to the number of DSPs employed in *Figure 3*.

Length of Employment

Figure 3: Number of DSPs on Payroll in Wyoming

	CY 2018	CY 2019	CY 2020
Number of DSPs on Payroll	1195	846	914

Figure 4: Reported Duration of Employment of DSPs in Wyoming

	Less than 6 months	6-12 months	12-24 months	24-36 months	36+ months
CY 2018	20.2%	22.7%	11.5%	10.9%	34.6%
CY 2019	20.4%	15.4%	18.9%	13.4%	31.9%
CY 2020	16.8%	18.1%	21.5%	11.6%	32.1%

Separations and furlough

In 2018-2020 the number of separations and furloughs was highest amongst those employed less than six months. When looking at the two groupings of those employed less than twelve (12) months, the percentage of separations and furloughs is around 50% (*figure 6*). It should be noted that furloughs were not a part of the 2018 and 2019 surveys. All numbers reported for those two years are strictly employees who were separated. In 2020, five of the thirty responding providers

furloughed DSPs. When looking at separations from 2018 to 2020, the percentage of employees who left voluntarily was greater than 70%.

Figure 5: DSP Separation in Wyoming

	CY2018	CY2019	CY2020
Number of DSPs who Separated	934	744	681
Percentage of Employees who Voluntarily Separated	73.1%	80.4%	71.9%

Figure 6: DSP Separation and Furlough by Duration of Employment in Wyoming

	Less than 6 months	6-12 months	12-24 months	24-36 months	36+ months
CY 2018	32.7%	13.9%	7.2%	3.2%	8.2%
CY 2019	36.3%	15.6%	14.0%	3.5%	8.4%
CY 2020	37.0%	19.2%	10.4%	2.6%	10.9%

Turnover rates

When *Figures 3 through 7* are reviewed together, they paint a specific picture. On average, providers in the State of Wyoming are replacing more than 50% of their workforce each year and the largest turnover is occurring for employees who have been employed less than a year. The majority of these separations are voluntary. In 2019, Wyoming reported the highest turnover rate out of all the states that were surveyed. The NCI-IDD Staff Stability Survey does collect data that offers some potential reasons for this high turnover in its wage and benefit sections.

Figure 7: Turnover Rate of DSPs in Wyoming

	CY2018	CY2019	CY2020
Turnover Rate	55.6%	64.8%	50.2%

Figure 8: Percent Change in Turnover Rate in Wyoming over Time

Year over Year Change	
2018 to 2019	2019 to 2020
16.55%	-22.53%

Pay and Benefits for DSPs

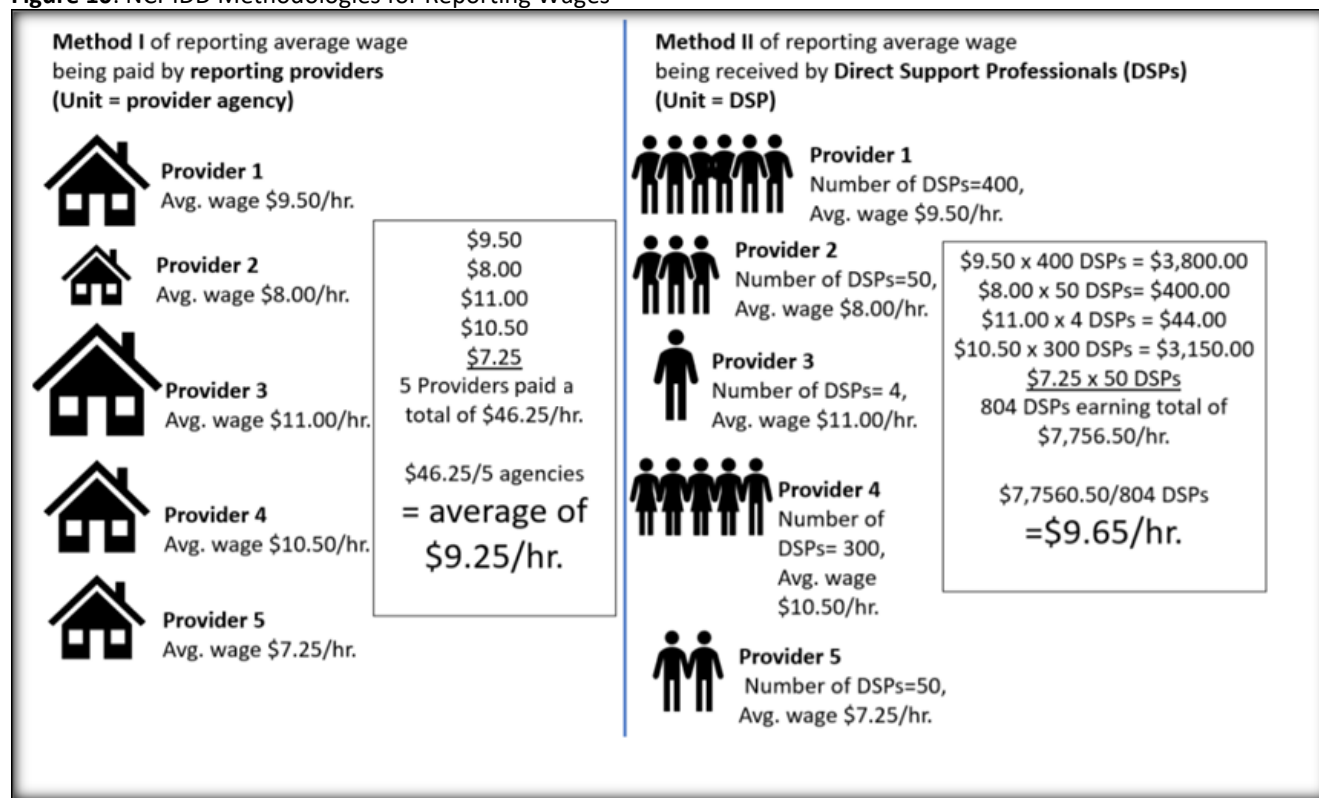
The NCI-IDD Staff Stability Survey takes living wage data from the Massachusetts Institute of Technology (MIT) Living Wage Calculator and reports it for each state. *Figure 9* shows the hourly wage calculated for Wyoming in calendar year 2020. *Figure 9* can be used for comparison with *Figure 11* and *Figure 12*. These figures show the hourly wages DSPs were paid in 2020. The survey reports wages using two different methods. *Figure 10* explains each of the two methodologies. When looking at the average and median wages in *Figure 11* and *Figure 12*, it is high enough to provide a living wage for one adult.

Living Wage for Wyoming in 2020

Figure 9: MIT Living Wage for Wyoming in 2020

1 adult	1 adult and 1 child	2 adults (one working) and 2 children	2 working adults and 2 children
\$ 13.19	\$ 27.53	\$ 29.53	\$ 19.14

Figure 10: NCI-IDD Methodologies for Reporting Wages



Wage Information

Figure 11: Method 1- Average Wage Paid in Wyoming, by Reporting Providers.

Calendar Year	Average Hourly Wage	Median Hourly Wage	Wage Range
2018	\$ 12.87	\$ 12.00	\$8.00 - \$25.00
2019	\$ 12.31	\$ 12.00	\$9.50 - \$16.00
2020	\$ 12.94	\$ 12.95	\$10.00 - \$18.00

Figure 12: Method 2 – Average Wage Received in Wyoming, by DSPs.

Calendar Year	Average Hourly Wage
2018	\$ 11.51
2019	\$ 11.61
2020	\$ 12.63

Insurance

The survey also provides an insight into benefits such as paid time off and insurance. From 2018 to 2020, the number of providers that offered health insurance ranged from 33% to 39%. Dental insurance that was offered ranged from 32% to 44% of DSPs and vision insurance that was offered ranged from 22% to 30% of DSPs. Most providers offered some type of paid time off benefit. Reported paid time off benefits were pooled paid time off, paid sick time, paid vacation time, and paid personal time. At least one of these options was offered to 56.8% of DSPs in 2018. This number rose to 73.9% in 2019 and then decreased to 71% in 2020.

Figure 13: Percentage of Providers that Offer Some Insurance to Some or All DSPs in Wyoming by Insurance Type

Insurance Type	CY2018	CY2019	CY2020
	Percent of Providers that Offer Insurance to Some or all DSPs	Percent of Providers that Offer Insurance to Some or all DSPs	Percent of Providers that Offer Insurance to Some or all DSPs
Health Insurance	34.20%	39.10%	33.33%
Dental Insurance	32.40%	43.50%	35.55%
Vision Insurance	21.60%	30.40%	25.80%

Additional Information

Residential, In-Home, and Non-Residential Supports provided by DSPs were addressed in this survey. DSPs did not include licensed health care staff (e.g. nurses, psychologists, etc.), contract/1099 workers, or PRN workers. Additional guidelines and definitions can be found in the published report. Please visit the NCI website at <https://www.nationalcoreindicators.org/staff-stability-survey/> for more information or to view the full report.